

Department of Information Services
CUSTOMER ADVISORY BOARD

July 22, 2002
Meeting Minutes

Attending:

Jim Albert, Attorney Generals Office
Timothy Beirne, Department of Social & Health Services
Linda Bremer, Liquor Control Board
Thomas Bynum, Employment Security Division
Paul Donovan, Construx
Jim Eby, Department of Fish and Wildlife
Sue Fleener, Washington State Patrol
Dean Galver, Department of Health
Bob Griesel, Office of Financial Management
Phil Grigg, Department of General Administration
Carol Isley, Labor & Industries
Dennis Jones, Office of Financial Management
Mike Kretzler, Utilities and Transportation Commission
Gary Maciejewski, Washington State Department of Agriculture
Sarah Marlow, Department of Revenue
Sharie McCafferty, Office of the State Printer
Steve McConnel, Constux
Gerry McDougall, Department of Licensing
Craig Monaghan, Department of Services for the Blind
Bob Monn, Department of Ecology
Cathy Munson, Legislative Service Center
Fran Muskopf, Department of Health
Tom Neitzel, Health Care Authority
Ted Nelson, Center for Information Services
Herb Potter, City of Olympia
Bill O'Brien, Department of Licensing
Christy Ridout, Department of Social & Health Services
Allen Schmidt, Office of Financial Management
Ron Seymour, Department of Financial Institutions
Todd Shelton, Netdesk Consultant
Doug Tanabe, Department of Personnel
Gretchen Zatarain, BIIA

DIS Staff:

Mary Lou Griffith, Management and Oversight of Strategic Technologies
Stan Ditterline, Management and Oversight of Strategic Technologies
Andy Hix, Management and Oversight of Strategic Technologies
Marie Kirk, TSD Contracts and Acquisitions
David Koch, Management and Oversight of Strategic Technologies
Darlene Kosoff, Enterprise Securities Services Manager

Ellen Langley, Office of the Director
Andy Marcelia, Management and Oversight of Strategic Technologies
Mike McVicker, Telecommunication Services Assistant Director
Kay Metsker, Computer Services Division
Laura Parma, Interactive Technologies Assistant Director
Tom Parma, Management and Oversight of Strategic Technologies
Darrel Riffe, Production Services Manager
Becci Riley, Computer Services Acting Assistant Director
Cammy Webster, Enterprise Business Solutions Manager

Thomas Bynum, Customer Advisory Board Chair called the meeting to order at 1:30 p.m.

Subcommittee Reports

Infrastructure- Phil Grigg, GA

There was no meeting in July due to vacations so there is nothing to report.

Web Presentation Guidelines – Laura Parma, DIS

The current presentation guidelines can be found at:

<http://www.wa.gov/dis/portfolio/webguidelines.htm>

Laura Parma gave an update on the status of the Web Presentation Guidelines Version 4.0 work. The team is made up of representatives from 15 agencies to review the current version 3.0 and make both edits and additions as required. The review includes the following topics:

- Usability
- External links, Intended Use
- Copyright
- Accessibility
- Browser Support
- Look & Feel -- note going out to cab listserv to gain input
- PDF
- Records Retention and the WEB
- Video guidelines

The CAB listserv has been used to invite feedback as it relates to the Common Look & Feel section of the guideline. Status will be provided to the CAB at the next meeting.

The Business Case for Better Software Practices- Steve McConnell, CEO, Construx
Steve gave a PowerPoint presentation outlining the return on investment in improved software practices. That presentation can be found in PDF form at [BusinessCase.pdf](#)

Single Sign-On – Allen Schmidt, OFM

Two months ago, Dennis Jones gave a presentation regarding Single Sign-On. This is an update to create a plan for the state to achieve single sign-on. They have now completed the prototype and are initiating discussion about improvements and needs.

Allen gave a proof of concept demonstration of a Logon Assist Module that can read a Windows 2000 user identity, filter user's groups, present the user and groups to BASS and automatically set up a user in Bass with the appropriate BASS access. The demonstration and test was successful

Allen suggested as "next steps" building a Single Sign-On production prototype and to prototype a single sign-on portal. He suggested developing an application administrative model agreement. He also suggested extending the prototype to the mainframe. He admits that there may be issues with external users, Transact, Fortress, etc. that may need to be tested and resolved.

Project Management Framework – Jim Albert, ATG

Jim released a survey on the CAB listserv and received 22 responses.

His questions and summed responses are as follows:

- 1.) *Do you think a web-based, Washington State agency-focused, best practices, PM Framework with 'ala carte' tool-set is a good idea?*

Overall, this question received a positive response. However Jim found a correlation that the more the agencies had made investments in project management, the less impressed they were with the idea.

- 2.) *Have you got any ideas that might be an even better approach?*

No better ideas were submitted.

- 3.) *Who do you think ought to "own" this website?*

95 percent of the responses thought that DIS should own the website. There was a lot of positive feedback about ATOM and the Business Framework already being handled by DIS.

- 4.) *Who do you think ought to govern the content of a PM best practice site?*

90 percent of the responses recommended that CAB should be the governing body for content.

- 5.) *Would your agency use this if it were available?*

90 percent of the responses said they would use this framework and that it is a needed resource.

- 6.) *How do you think the development and on-going maintenance of this site ought to be resourced?*

95 percent of the respondents agreed that DIS should perform maintenance and resources.

Jim recommended that in response to Glenn's survey, he believes that CAB should proceed with the Project Management Framework. DIS agreed to be a repository for the framework. Jim, Stan and other CAB members who have been involved in the framework development will meet to develop details. There are a lot of questions regarding content and he hopes to have a recommendation of "Next Steps" to present at the September CAB meeting.

Internet Check-Master Agreement- Laura Parma, DIS

There is currently a master contract in place with U.S. Bank. There is a one time setup fee, then a per transaction fee that ranges from 91 cents to 31 cents per transaction. The fees are not based on the value of the transactions. The full report on the Internet Check Payment Services Master Agreement can be found at <http://www.wa.gov/dis/cab/072202Internetcheck.doc>

New Business

Statewide Security and Wireless LANs – Mike McVicker, DIS

802.11 is a standard for connecting desktop computers and laptops to a local area network using public radio frequencies. The equipment needed to implement this technology is very inexpensive and effortless to install. There are various security issues at risk regarding these units.

There will not be a CAB meeting in August as this is the CAB vacation month.

Thomas Bynum adjourned the meeting at 3:35 p.m.